AVAYA

Product Support Notice

PSN #	PSN000534u	Publication date 10-Oct-2005	Issue # 1	Issue date 10-Oct-2005
		Severity/risk level High		Urgency Immediately

Name of problem TN799C (CLAN) circuit pack Version 1 and 2 do not work with IPT R2.3 firmware

Products affected

4600 Series IP Telephones, all models, Release 2.3

Problem description

The TN799C (C-LAN) circuit pack Version **1** and **2** does not work with IPT R2.3 firmware. These versions of the TN799C support only 260-byte UDP packets. If you use version 1 or 2 of the TN799C with IPT R2.3, the C-LAN simply ignores the message from the phone and does not respond, causing registration issues.

Resolution

Version 3 or later of the TN799C is required for interoperability with IPT R2.3 / CM3.0.1.
IPT R2.3 / CM3.0.1 supports signaling encryption, which utilizes a larger UDP packet length. Version 3 of the TN799C and onwards support the 4K UDP packet length requirement.

Workaround or alternative remediation

Offer code 185596 can be used to purchase the TN799DP circuit pack.

Remarks

This issue does not arise with the TN799DP circuit pack. All versions of TN799DP work.

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions	Service-interrupting?
n/a	No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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